



**STATE OF MONTANA
MONTANA DEPARTMENT OF TRANSPORTATION
JOB PROFILE**



Update



Formal Review

Date Submitted : July 11, 2012

SECTION I - Identification

Working Title:

Human Resource Specialist

Department:

Transportation

Job Code Number:

131776

Division & Bureau:

Human Resources; Workforce Planning

Job Code Title:

Human Resource Specialist

Section & Unit:

Pay Band:

6

Work Address:

2701 Prospect Avenue
Helena, MT 59620

Position Number:

20019, 60084, 14015, 14016

Phone:



FLSA Exempt



FLSA Non-Exempt



Non-Union



MPEA



Blue Collar

Profile Completed By:

Renae Johansen

Work Phone:

444-0876

Work Unit Mission Statement or Functional Description:

The Human Resource Division provides leadership for a comprehensive human resource program for over 2,200 employees of the Montana Department of Transportation, located in five districts across the State of Montana and in the Helena headquarters. Responsibilities include attracting and retaining a talented and diverse group of employees with career advancement potential; creating a organizational culture that encourages growth and continuous learning opportunities; promoting a high level of professionalism, innovation, and productivity; supporting a safe working environment for all agency employees; and participate in developing policies, systems, and service strategies that contribute to the welfare of the agency and employees while being mindful of our responsibility to maintain confidentiality, be supportive, and provide a flexible atmosphere. The HR Division maintains a supportive, customer-service orientation and is responsive to the changing needs and expectations of the agency we serve.

Describe the Job's Overall Purpose:

The Human Resources Specialist will provide a multitude of HR services to an assigned Division (s). The position provides professional human resource consulting, training, and technical assistance to Division managers, supervisors, and staff. The position advises management on personnel issues, policies and procedures, contract interpretation, discipline, performance management, recruitment and selection, and workforce development. The position serves as the primary personnel resource for the Division (s). The position reports to the Workforce Planning Bureau Chief and does not supervise others.

This position interprets and applies personnel policies, rules, and laws to advise managers, supervisors, and employees on personnel management (e.g., policy, performance management and administering employee and labor relations) to ensure effective and compliant management of district human resources.

SECTION II - Major Duties or Responsibilities

This section should be a clear concise statement of the position's major duties and the approximate percent of work time for each duty

% of Time

A. Workforce Planning and Human Resource Consultation

70%

Provides professional level support in developing and implementing workforce development, staffing, succession planning, career ladder, and professional development plans, policies, and systems to ensure adequate staffing, expertise and skills are available to meet current and future agency business needs. Work with management and other human resource employees to provide employee development and advancement opportunities and to enhance recruitment and retention efforts. This includes identifying and documenting critical technical and behavioral competencies, establishing advancement criteria, creating and implementing cross-training and professional development opportunities for staff, and related staffing and employee development activities.

Participate or lead workforce planning project initiatives. Research, benchmark, develop and implement progressive HR programs. Represent the division culture and practices.

Determine training needs of division staff through analysis of program effectiveness, new technology and policies, recommendations from hiring managers, staff performance, career planning and individual development plans. Oversee the provision of training through hiring managers and supervisors, HR specialists, training officers, or outside consultants to ensure modern technology and the latest information technology methods are used. Promote the use of the competency resource list and eLearning opportunities. Ensure consistency in the application of training opportunities for division staff.

Coordinate training specified from need assessments. This involves identifying audiences, assessing their current competency levels and training needs, assessing specific training needs in context of broader department-wide initiatives to determine compatibility and feasibility and planning approaches to meet identified needs. This is accomplished through a variety of approaches including career planning discussions with management and employees; reviewing Individual Development Plans (IDP); reviewing new technology, legislation, programs and other factors; personal observation; etc.

Develop training assignments for employees who lack experience or education needed to perform their job duties successfully, review performance appraisals and monitor employee progress and training program completion. Track and coordinate career ladder progression for employees on career ladders.

Collaborate with HR Headquarters regarding the current best practices in human resources, and agency policies and precedents to ensure that policies and procedures meet changing needs and to provide advice to managers and supervisors on appropriate solutions to non-routine problems and alternative courses of action, and mediate meetings between staff and management to resolve conflicts. Evaluate and recommend modifications to proposed policies and rules to ensure they meet division needs. Participate in policy development and apprise employees informed of all changes in personnel policies and systems to ensure consistency and understanding among management and staff. This includes interpreting new policies and rules and determining their affect on operations, and providing training and information on policies and procedures.

Review the performance management process to ensure that meaningful performance information is provided to employees and that performance ratings are based on objective and job related criteria. This includes providing technical advice on professional development plans and corrective alternatives for performance deficiencies. Provide technical advice to managers and supervisors in the development and administration of competency-based performance management and compensation criteria. Coordinates technical guidance from HR Compensation Specialist to managers in developing career ladder justifications, and associated documentation based on individual qualifications within the occupational pay band.

Analyze employment needs and recruitment sources to develop appropriate recruitment strategies to attract qualified applicants. This includes preparing or assisting supervisors with the preparation of job profiles; developing vacancy announcements and advertising; targeting advertising locally, regionally, and nationally based on the position and available applicant pools; and developing supplemental questions and other related documentation. Ensure proper policies, procedures and rules are followed in the recruitment and hiring process. This includes reviewing recruitment and selection materials, including screening criteria, interview questions, performance tests, training assignments and hiring score documentation for completeness and compliance with applicable requirements. Recognize potential problems and advise supervisors on various items such as selection strategy, best practices and composition of interview panels, hiring pools, and other issues. Ensure compliance with state and federal employment and civil rights law throughout the hiring process, participate in personnel screening and selection committees, and coordinate proper training and orientation of new employees. Use the State on-line application system to track and document selections. Achieve established hiring metrics for continuous improvement. The HR Specialist is responsible for the on-boarding process for new hires which requires coordinating the completion of the on-boarding checklist with the hiring manager.

Conducts agency classification reviews under BFM (Benchmark Factoring Method) (e.g., reviews job profiles, agency requests for reclassification, organization charts and other documentation provided; auditing individual positions and/or work units (to identify and document predominant work/duties); and assigning appropriate classification levels to the work assigned to each position; assigning each position to the most appropriate class series (including requesting new classification codes as necessary), documenting and justifying classification actions on job evaluations (comparing each position's predominant duties to both factor level descriptions and benchmarked positions).

Develop recommendations to the Division Administrator and Division Managers on the responsibilities, organizational structures, and allocation of positions within work units. Assist in preparing requests for additional personnel. Implement and coordinate rotational assignments to develop versatility and cross training among personnel in the district and divisions when appropriate.

B. Employee Labor Relations

20%

Conduct human resource-related investigations (harassment, discrimination, ineffective management, interpersonal conflict, etc.). This involves identifying potential witnesses, documentation and physical

evidence; preparing investigative strategy; preparing interview questions and interviewing witnesses; assessing conflict situations and divergent views to identify policy violations, common ground, and potential solutions; compiling, reviewing and analyzing the facts and documents; writing a report of the findings and conclusions; recommending solutions and appropriate disciplinary action; mediating conflict situations using knowledge of the principles, practices and procedures of personnel administration and labor relations; and mediating personnel meetings between Division personnel utilizing conflict resolution techniques.

Coordinate with Division supervisors and staff to evaluate and resolve confidential human resource issues related to employment, management, policies, and procedures. Provides objective review and mediation of sensitive or contentious issues; interpret and apply relevant state, federal, and agency personnel regulations; and communicate problems and/or alternative solutions with managers and supervisors as requested. Counsel employees with personnel problems and informs them of policies, procedures, and assistance programs to resolve delicate situations. Conduct employee relations counseling, career path counseling, retirements, outplacement counseling, and exit interviews to assist division employees.

Interpret and advise management on collective bargaining agreements and provisions to ensure contract compliance. Conduct research to support interpretations and decisions, identify problem areas, draft recommendations for contract negotiations as requested.

Complete and review the First Report of Injury (FROI). Maintain electronic files of the injury. Develop and implement a plan to return employees to work as early as possible. This includes working with the Workers Compensation coordinator, employee, supervisors, State Workers Compensation Bureau, to determine the best plan for accommodating injured workers and keeping them productive in the workforce.

Investigate bargaining union grievances for the district and divisions to identify contract violations and to identify solutions. This includes working with the Human Resources Operations personnel, research past practices, policies and collective bargaining agreements to support decisions; advise managers on alternative courses of action and negotiating solutions; advise managers and prepares responses to grievances; develop case materials.

D. Division Liaison and Outreach

5%

Coordinate outreach activities by providing external training and orientation on issues such as interviewing techniques, filling out state applications, and referral service training (including partnerships with local community colleges and employment agencies).

Coordinates the Division's participation in the MDT Intern program. Assists in selection and on-boarding activities for the interns.

Implement civil rights and affirmative action initiatives by assisting referral sources in identifying, developing, and implementing training programs and curricula that will meet the requirements for department positions and coordinate Division involvement in Career Fairs.

Maintain public relations status with various civil and welfare organizations, local plants, and business people in the community regarding MDT functions (e.g., career fairs, supplying training to colleges, completing state applications, etc.).

Other Duties as Assigned

5%

Perform a variety of special projects, attend training and continuing education, and represent the division at conferences, meetings, and other events as assigned by the Administrator and Workforce Planning Bureau Chief.

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1. ***The following duties and/or specific tasks listed under section II above are considered "essential functions" because they require specialized expertise and skill and are the primary reasons the job exists (they must be performed by this position with or without accommodations): Duties A, B and C are considered the essential functions. They require specialized experience and are the reasons the job exists.***

The following mental and physical demands are associated with these essential functions:

PHYSICAL

- Light lifting (less than 10 lbs.)
- Carry light items (papers, books, small parts)
- Remaining seated for extended periods of time, with occasional walking; standing; bending
- Occasional in-state travel for meetings, and out-of- state travel by airline to national conferences and meetings.

MENTAL

- Operating a personal computer
- Communicate in writing, in person and over the phone
- Mediating conflicts between irate and often hostile parties
- Ability to multi-task
- Demands for accuracy in all aspects of work
- Ability to meet inflexible deadlines

2. ***Does this position supervise others?*** ☐ Yes ☒ No

Number directly supervised:

Position Number(s) of those supervised:

3. ***Attach an Organizational Chart.***

SECTION III - Minimum Qualifications - List minimum requirements for the first day of work.

Critical knowledge and skills required for this position:

KNOWLEDGE:

The position requires an advanced knowledge of the principles and practices of Human Resource Management and Public Administration. This includes knowledge of state and federal employment laws; labor relations; laws and rules governing labor-management relations; contract negotiation techniques; personnel information systems; adult education and training methods and techniques; measurement techniques for training results/effects; conflict resolution; and the needs and business operations of the MDT.

The position requires knowledge of business and management principles involved in strategic planning, resource allocation, human resources modeling, leadership techniques, production methods, and coordination of people and resources. The position requires knowledge of human behavior and performance, individual differences in ability, personality, and interests; learning and motivation; and assessment.

The position requires knowledge of principles and processes for providing customer service. This includes customer needs assessment, meeting quality standards for services, and evaluation of customer satisfaction. The position requires knowledge of the principles and practices of public relations and business communications, and presentation and technical writing methods and techniques.

SKILLS:

Skill in the operation of a personal computer and business software applications (word processing, spreadsheets, databases, etc.); the operation of general office equipment; project planning and administration; speaking persuasively; conciliating; discerning other's underlying concerns; diffusing volatile situations; and designing and implementing human resource systems and policies.

Critical thinking skills; use of logic and reasoning to identify strengths and weaknesses of alternative solutions, conclusions, or approaches to problems; and skill in determining how a system should work and how changes in conditions, operations, and the environment will affect outcomes.

Ability to establish and maintain effective working relationships and credibility; to communicate effectively orally and in writing; to research, gather and analyze facts and circumstances and draw sound conclusions; to develop and interpret policy; to use discretion and judgment in handling confidential and sensitive information; to plan, organize, and gather information; to accept change as a healthy and normal part of organizational growth; to make professional judgments; and to take a reasonable, common sense approach to solving problems.

Behaviors required to perform these duties:

See MDT Core Behaviors

Education:

Check the one box indicating minimum education requirements for this position for a new employee the first day of work:

- | | |
|---|--|
| <input type="checkbox"/> No education required | <input type="checkbox"/> Related AAS/2-years college/vocational training |
| <input type="checkbox"/> High school diploma or equivalent | <input checked="" type="checkbox"/> Related Bachelor's Degree |
| <input type="checkbox"/> 1-year related college/voc. training | <input type="checkbox"/> Related Master's degree |

Please specify the acceptable fields of study:

Acceptable: Business or Public Administration, Human Resources, Communications or closely related field.

Other education, training, certification, or licensing required (specify):

Experience:

Check the one box indicating minimum work-related experience requirements for this position for a new employee the first day of work:

- | | |
|---|---|
| <input type="checkbox"/> No prior experience required | <input checked="" type="checkbox"/> 3 years |
| <input type="checkbox"/> 1 year | <input type="checkbox"/> 4 years |
| <input type="checkbox"/> 2 years | <input type="checkbox"/> 5 or more years |

Other specific experience (optional):

Alternative Qualifications:

This agency will accept alternative methods of obtaining necessary qualifications.

- ☒ Yes ☐ No

Alternative qualifications include:

Experience will substitute for education on a year for year basis.

SECTION IV – Other Important Job Information

- | | |
|--|---|
| <input type="checkbox"/> Fingerprint check | <input type="checkbox"/> Valid driver's license |
| <input type="checkbox"/> Background check | <input type="checkbox"/> Other; Describe |

Other information including working conditions such as shifts, lifting requirements, travel or hours.
Predominant work is performed in a normal office environment.

SECTION V – Signatures

Signature indicates this statement is accurate and complete.

Employee:

Name: _____ Title: _____

Signature: _____ Date: _____

Immediate Supervisor:

Name: Renae Johansen Title: Workforce Planning Bureau Chief

Signature: _____ Date: _____

Bureau Chief:

Name: _____ Title: _____

Signature: _____ Date: _____

Division/District Administrator:

Name: Brent Rabe Title: Human Resources Division Administrator

Signature: _____ Date: _____

Department Designee:

Linda McKinney/Designee Title: Program Manager

Signature: _____ Date: _____